CustomTECH®
Product Catalog
From Custom Building Products

Since 1964, CUSTOM® has been the industry leader for professional-grade products, exceptional customer service and dedicated quality management for tile flooring installation solutions.

From the leaders in flooring preparation and installation solutions comes the most advanced line of concrete and subfloor prep products, designed for all types of floor coverings.

After years of working closely with commercial contractors, Custom Building Products has developed a complete family of professional-grade solutions specifically designed to meet their stringent requirements. The CustomTech® line incorporates the most advanced technology in the industry and is engineered to deliver optimum performance when used under all types of floor coverings: carpet, resilient, wood, linoleum, vinyl, laminate and more. Because of their superior strength, durability and ease of use, CustomTech products are particularly well suited to institutional, health care and large commercial installations, delivering a level of quality contractors know they can count on.
Flooring Preparation Products

Patching
CustomTech® patching products offer durable floor covering support. Patch over concrete, plywood, existing tile and other surfaces for even, quick-setting results from feather edge to 2". These patching products help to eliminate bond failure, crumbling and mildew in the substrate, which will increase the durability and longevity of the installation.

Moisture Control
Uncontrolled moisture can cause damage to floor coverings such as blistering and discoloration. It can also weaken bonds to flooring adhesives or cause cracks or crumbling. Protect the integrity of the installation by controlling the rate of moisture vapor transmission with CustomTech’s moisture control solution. Moisture transmission rates are reduced to less than three pounds, and the subfloor can be primer-ready in as few as five hours.

Primers
CustomTech® primers ensure a strong bond over both porous and non-porous surfaces. Applying an appropriate primer improves the bond of the leveling system, creating a more uniform and durable installation. CustomTech presents a variety of different primer options to meet the needs of most any project.

Levelers
CustomTech offers superior self-leveling underlayments that add strength, durability and an even surface for the application of floor coverings. They seek their own level in minutes and set quickly, adding extra support and high compressive strength to residential and commercial installations. Our top performing self-leveling underlayments feature our low-prep technology, where you simply need to “sweep, prime and pour”.

Warranty
CustomTech® products are backed by a 10-year or 15-year warranty. See last page for details.

PLATINUM ADVISORS GROUP

Professional grade flooring preparation products are ideal for your projects because they’ve been developed in partnership with pros.

The CustomTech® Platinum Advisors Group consists of some of the largest and most influential flooring and concrete preparation contractors in the United States. The group works closely with CUSTOM® on the development and testing of innovative new products. In the process, members gain unique opportunities and the highest level of access to CUSTOM’s technical development teams.
# Product Selection Guide

## Overview

<table>
<thead>
<tr>
<th>Category</th>
<th>Patch &amp; Skim Coat</th>
<th>Moisture Control</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Name</strong></td>
<td>Silk</td>
<td>GenPatch</td>
</tr>
<tr>
<td>Description</td>
<td>Skim Coat</td>
<td>General Patch</td>
</tr>
</tbody>
</table>

### Suitable Substrates

<table>
<thead>
<tr>
<th>Substrate</th>
<th>Silk</th>
<th>GenPatch</th>
<th>TechMVC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absorbent concrete</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-absorbent concrete</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lightweight concrete</td>
<td>✔</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Existing ceramic tile</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epoxy and cement terrazzo</td>
<td></td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Exterior grade plywood and OSB</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cutback adhesive residue</td>
<td></td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Resilient flooring</td>
<td></td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Embossed vinyl</td>
<td></td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Moisture control layer</td>
<td></td>
<td></td>
<td>✔</td>
</tr>
</tbody>
</table>

### Application

<table>
<thead>
<tr>
<th></th>
<th>Silk</th>
<th>GenPatch</th>
<th>TechMVC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typical thickness</td>
<td>Feather edge to 1(^{\ast})</td>
<td>(\frac{1}{16}^{\ast} - 2^{\ast})</td>
<td>10 – 15 mils</td>
</tr>
<tr>
<td>Approximate coverage</td>
<td>250 – 300 as skim coat per bag</td>
<td>30 – 34 per bag</td>
<td>120 – 150 per gal</td>
</tr>
<tr>
<td>Preferred application</td>
<td>Trowel</td>
<td>Trowel</td>
<td>Squeegee &amp; nap roller</td>
</tr>
<tr>
<td>Working time</td>
<td>10 mins</td>
<td>10 mins</td>
<td>30 mins</td>
</tr>
<tr>
<td>Packaging</td>
<td>10 lb bag</td>
<td>25 lb bag</td>
<td>2.65 gallon kit</td>
</tr>
</tbody>
</table>

### Floor Covering Acceptance

<table>
<thead>
<tr>
<th></th>
<th>Walking time</th>
<th>Tile &amp; stone installation</th>
<th>Other floor coverings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>30 min – 60 min</td>
<td>30 min – 60 min</td>
<td>5 – 6 hours</td>
</tr>
<tr>
<td></td>
<td>30 min – 60 min</td>
<td>30 min – 60 min</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>30 – 90 min</td>
<td>30 – 90 min</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Notes:

*Some substrates may require additional priming or preparation prior to application. See technical data sheets for complete information.*
With CustomTech®, you get professional grade products for demanding commercial applications—available only to qualified contractors. You can depend on CustomTech for large and small-scale applications such as hotels, restaurants, airports, schools, commercial office spaces, convention centers and more.

<table>
<thead>
<tr>
<th>Category</th>
<th>Primers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Name</td>
<td>TechPrime A</td>
<td>TechPrime E</td>
</tr>
<tr>
<td>Description</td>
<td>Acrylic</td>
<td>100% Solids Epoxy</td>
</tr>
</tbody>
</table>

### Suitable Substrates

<table>
<thead>
<tr>
<th>Substrate Type</th>
<th>TechPrime A</th>
<th>TechPrime E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absorbent concrete</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Non-absorbent concrete</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Lightweight concrete</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Existing ceramic tile</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Epoxy and cement terrazzo</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Exterior grade plywood and OSB</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Cutback adhesive residue</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Resilient flooring</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Embossed vinyl</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Moisture control layer</td>
<td>■</td>
<td>■</td>
</tr>
</tbody>
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### Application

<table>
<thead>
<tr>
<th>Application Type</th>
<th>TechPrime A</th>
<th>TechPrime E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typical thickness</td>
<td>1.5 – 4 mils</td>
<td>7 – 10 mils</td>
</tr>
<tr>
<td>Approximate coverage (sq. ft.)</td>
<td>400 – 1,200 per gal</td>
<td>150 – 200 per gal</td>
</tr>
<tr>
<td>Preferred application</td>
<td>Push broom</td>
<td>Squeegee &amp; nap roller</td>
</tr>
<tr>
<td>Working time</td>
<td>N/A</td>
<td>30 mins</td>
</tr>
<tr>
<td>Packaging</td>
<td>3.5 gallon pail</td>
<td>2.7 gallon kit</td>
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### Floor Covering Acceptance

<table>
<thead>
<tr>
<th>Acceptance Type</th>
<th>TechPrime A</th>
<th>TechPrime E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking time</td>
<td>1 – 3 hours</td>
<td>6 hours</td>
</tr>
<tr>
<td>Tile &amp; stone installation</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Other floor coverings</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
# Product Selection Guide

<table>
<thead>
<tr>
<th>Overview</th>
<th>Category</th>
<th>Levelers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Product Name</td>
<td>TechLevel XP-1</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>High Performance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Suitable Substrates</th>
<th>Absorbent concrete</th>
<th>Non-absorbent concrete</th>
<th>Lightweight concrete</th>
<th>Existing ceramic tile</th>
<th>Epoxy and cement terrazzo</th>
<th>Exterior grade plywood and OSB</th>
<th>Cutback adhesive residue</th>
<th>Resilient flooring</th>
<th>Embossed vinyl</th>
<th>Metal</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Performance Characteristics</th>
<th>High flow</th>
<th>Low prep</th>
<th>High performance</th>
<th>Abrasion resistance</th>
<th>Wear surface</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Application</th>
<th>Typical thickness</th>
<th>¼&quot; – 2&quot;</th>
<th>¼&quot; – 1-½&quot;</th>
<th>¼&quot; – 1-½&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approximate coverage at ¼&quot; (sq. ft. per unit)</td>
<td></td>
<td>50</td>
<td>50</td>
<td>48</td>
</tr>
<tr>
<td>Compressive Strength (28 day PSI)</td>
<td></td>
<td>5,500</td>
<td>4,300</td>
<td>4,000</td>
</tr>
<tr>
<td>Shot Blasting Required</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Floor Covering Acceptance</th>
<th>Walking time</th>
<th>2 – 4 hours</th>
<th>2 – 4 hours</th>
<th>2 – 4 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tile &amp; stone installation</td>
<td>4 hours</td>
<td>4 hours</td>
<td>4 hours</td>
<td></td>
</tr>
<tr>
<td>Other floor coverings</td>
<td>16 hours</td>
<td>16 hours</td>
<td>30 hours</td>
<td></td>
</tr>
</tbody>
</table>
Patching

Silk™

Patching & Finishing Compound

Product Description
Silk™ is a fast-curing, high polymer content calcium aluminate based patching and finishing compound, with reinforcement fillers, that provides a smooth finish to a variety of substrates prior to the installation of floor coverings. The formula eliminates typical installation problems such as bond failure, crumbling, mildew, and staining of resilient flooring due to free moisture found in traditional underlayments. Its rapid setting formula allows installation of most floor coverings in as little as 30 minutes.

Uses
Suitable Substrates:
• Absorbent concrete
• Non-absorbent concrete
• Existing ceramic tile
• Epoxy & cement terrazzo
• Exterior grade plywood & OSB
• Cutback adhesive residue
• Resilient flooring
• Embossed vinyl

Composition of Product
Silk Patching & Finishing Compound is a blend of cements, inorganic fillers, and polymers.

Benefits of Product in the Installation
• Quick-setting formula permits floor covering installation in as little as 30 minutes
• Smooths the finishes on interior subfloors
• Patches and levels concrete and plywood to 1" (25mm)
• Excellent for leveling embossed vinyl flooring

Coverage
Per 10 lb. (4.54 Kg) bag

<table>
<thead>
<tr>
<th>Thickness</th>
<th>Min. Coverage</th>
<th>Max. Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>As a Skim Coat</td>
<td>250 sq. ft. (23 m²)</td>
<td>300 sq. ft. (28 m²)</td>
</tr>
</tbody>
</table>
GenPatch™

General Purpose Calcium Aluminate Based Patch

Product Description
GenPatch™ is a rapid setting and rapid hardening, calcium aluminate compound that provides a smooth finish on interior subfloors prior to the installation of a wide variety of floor coverings. Mix with water only to patch and level concrete and plywood up to 2” (50 mm) thick. Install floor coverings in just 30 – 90 minutes.

Uses
Suitable Substrates:
• Absorbent concrete
• Non-absorbent concrete
• Existing ceramic tile
• Epoxy & cement terrazzo
• Exterior grade plywood & OSB
• Cutback adhesives residue

• Patches and Smoothes Interior Subfloors
• Install New Flooring in Just 30 – 90 Minutes
• Smooth Finish – ⅛” to 2” (5 cm) Thick

Composition of Product
GenPatch is a blend of calcium aluminate cement, inorganic fillers, and polymers.

Benefits of Product in the Installation
• Quick-setting formula permits floor covering installation in as little as 30–90 minutes
• Smooths the finishes on interior subfloors
• Patches and levels concrete and plywood to 2” (25mm)

Coverage
Per 25 lb. (11.34 Kg) bag

<table>
<thead>
<tr>
<th>Thickness</th>
<th>Min. Coverage</th>
<th>Max. Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>⅛” (3 mm)</td>
<td>30 sq. ft. (2.8 m²)</td>
<td>34 sq. ft. (3.2 m²)</td>
</tr>
</tbody>
</table>
Moisture Control

TechMVC™

100% Solids Epoxy Moisture Vapor Control

Product Description
TechMVC™ is a true single coat, high density, moisture and alkali resistant, two-component, 100% solids epoxy coating formulated to control concrete moisture vapor emission and alkalinity beneath finished flooring. TechMVC may be used on non-compliant concrete substrates up to 100% RH (per ASTM F-2170), 25 lbs. MVT (per ASTM F-1869) and pH 14, and is part of a full system to bring floors to ASTM F-710 compliance. Single-coat application effectively controls concrete moisture emission and creates an alkaline barrier between the substrate and adhered flooring materials.

Uses

Suitable Substrates:
- Concrete
- Lightweight concrete

Composition of Product
TechMVC™ is a 2-component, high quality epoxy moisture vapor reducing and alkaline resistant coating.

Benefits of Product in the Installation
- True single coat application
- Alkaline resistant to pH 14
- Reduces moisture vapor transmission (MVT) to less than 3 lbs. when applied to correct thickness
- Ready for primer in 5-6 hours

Coverage

<table>
<thead>
<tr>
<th>Location</th>
<th>Min. Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slab on grade</td>
<td>450 sq. ft. (41.81 m²) / unit, equivalent to a minimum thickness of 8 mils for a warranted system</td>
</tr>
<tr>
<td>Slab above grade</td>
<td>700 sq. ft. (65.01 m²) / unit, equivalent to a minimum thickness of 5 mils for a warranted system</td>
</tr>
</tbody>
</table>

Chart is for estimating purposes. Coverage may vary based on installation practices and jobsite conditions.
**Product Description**

TechPrime™ A is an advanced acrylic multi-surface primer/sealer that prepares surfaces for the application of CustomTech Self-Leveling Underlayment. Its unique formula allows it to seal porous and non-porous surfaces, and improves the bond of the underlayment to the subsurface with a reduction of surface defects from out gassing.

**Uses**

**Suitable Substrates:**
- Interior applications only
- Fully cured (28-day) concrete
- Lightweight concrete (>100 lbs./cu. ft. with compressive strength > 2000 psi)
- CustomTech® TechMVC moisture barrier coated concrete
- Existing ceramic or natural stone tile
- Cutback adhesive
- Terrazzo
- Exterior grade plywood and OSB

**Composition of Product**

TechPrime™ A is a single component water borne acrylic dispersion primer.

**Benefits of Product in the Installation**

- Use on porous and non-porous substrates; one product for all your primer needs
- Can be used over epoxy-based moisture vapor control products
- Single component – no mixing required
- High solids content enables exceptional bond strengths
- Easy to apply with broom or roller
- Saves time and money with one product and simple installation
- Solvent Free; VOC and SCQAMD Compliant
- Low viscosity formula

**Coverage**

Square foot coverage per gallon (square meter per 3.79 L)

<table>
<thead>
<tr>
<th>Surface Type</th>
<th>Dilution</th>
<th>Min. Coverage</th>
<th>Max. Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Porous</td>
<td>Undiluted</td>
<td>400 sq. ft. (37.16 m²)</td>
<td>600 sq. ft. (55.74 m²)</td>
</tr>
<tr>
<td>Porous</td>
<td>1:3 (primer:water)</td>
<td>600 sq. ft. (55.74 m²)</td>
<td>1,200 sq. ft. (111.48 m²)</td>
</tr>
</tbody>
</table>

Note: Coverage will vary depending on technique and substrate porosity.
Primers

TechPrime™ E

100% Solids Epoxy Primer

Product Description

TechPrime™ E is a low viscosity, two-component, 100% solids epoxy primer for surface preparation before installing TechLevel underlayment. TechPrime E is used to prepare concrete and non-porous substrates for underlayment installation. TechPrime E penetrates the surface and improves the bond of the leveling system in areas where heavy duty service or extraordinary conditions are present.

Uses

Suitable Substrates:

- CustomTech® TechMVC moisture barrier-coated concrete
- Existing ceramic or natural stone tile
- Cutback adhesive
- Terrazzo
- Clean, uncontaminated steel and aluminum
- Epoxy terrazzo
- Well-bonded VCT
- Engineer-approved wood subfloor

Composition of Product

TechPrime™ E is a 100% solids epoxy resin and hardener.

Benefits of Product in the Installation

- Use for interior and exterior application
- Low viscosity, 100% solids epoxy formula
- Low odor and VOC compliant
- Tenacious bond strength of cured system

Coverage

<table>
<thead>
<tr>
<th>Unit Size</th>
<th>Coverage per unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Gal.</td>
<td>450 - 600 sq. ft.</td>
</tr>
</tbody>
</table>
Levelers

TechLevel™ XP-1®

High Performance Calcium Aluminate Based Self-Leveling Underlayment

Product Description
TechLevel™ XP-1® is a high strength, high flow self-leveling underlayment that levels floors prior to the installation of ceramic tile, natural stone tile, resilient flooring, carpet, wood and other floor coverings. This quick-setting underlayment can be applied to 2" (5 cm) thick in one pour and seeks its own level in minutes. This unique, super fluid formula has superior handling and excellent flow retention properties. Formulated to have high compressive strength over 5,500 PSI and abrasion resistance, XP-1 achieves an extra heavy rating for high impact use in food plants, hospitals, and kitchens.

Uses
Suitable as an Underlayment for:
- Carpet
- Wood, parquet
- Vinyl composition tile (VCT)
- Sheet vinyl flooring
- Laminated flooring
- Vitreous, semi-vitreous or non-vitreous tile: ceramic, mosaic, quarry, cement body tile
- Impervious porcelain and glass tile
- Brick and stone veneer
- Cement-based precast terrazzo
- Natural stone tile
- Stone, terrazzo

Composition of Product
TechLevel™ XP-1® is a proprietary dry blend of copolymers, cements, and inorganic chemicals.

Benefits of Product in the Installation
- Abrasion and crack resistant; holds up to traffic during construction
- Can be applied from featheredge to 2" (5 cm) thick in a single pour
- High flow formula has exceptional handling and flow retention properties
- Low prep: No shot blasting required on acceptable surfaces

Coverage
Per 50 lb. (22.68 Kg) bag

<table>
<thead>
<tr>
<th>Thickness</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>⅛&quot; (3 mm)</td>
<td>50 sq. ft. (4.6 m²)</td>
</tr>
</tbody>
</table>
TechLevel™ 150

Premium Calcium Aluminate Based Self-Leveling Underlayment

**Product Description**

TechLevel™ 150 is a premium high-flow self-leveling underlayment that achieves greater than 4,300 PSI compressive strength. This unique, super fluid formula has superior handling and excellent flow retention properties. The low prep formulation practically eliminates the need for shot blasting the substrate in many applications. Simply sweep, prime and pour. This self-leveling underlayment levels floors prior to the installation of ceramic tile, natural stone tile, resilient flooring, carpet, wood, and other floor coverings. Quick setting, it can be applied up to 1-½" (3.8 cm) thick in one pour and seeks its own level in minutes.

**Uses**

Suitable as an Underlayment for:

- Carpet
- Wood, parquet
- Vinyl composition tile (VCT)
- Sheet vinyl flooring
- Laminated flooring
- Vitreous, semi-vitreous or non-vitreous tile
- Ceramic, mosaic, quarry, cement body tile
- Impervious porcelain and glass tile
- Brick and stone veneer
- Cement-based precast terrazzo
- Natural stone tile
- Stone, terrazzo

**Composition of Product**

TechLevel™ 150 is a proprietary dry blend of copolymers, cements, and inorganic chemicals.

**Benefits of Product in the Installation**

- High flow formula has exceptional handling and flow retention properties
- Low prep: No shot blasting required on acceptable surfaces
- Crack resistant
- Greater than 4,300 PSI compressive strength
- Can be applied from 1/8" to 1 – 1 ½" (3.8 cm) thick in a single pour
- Cures fast and develops high early-strength for quick installation

**Coverage**

Per 50 lb. (22.68 Kg) bag

<table>
<thead>
<tr>
<th>Thickness</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>¼&quot; (3mm)</td>
<td>50 sq. ft. (4.6 m²)</td>
</tr>
</tbody>
</table>
Levelers

TechLevel™ 100

Calcium Aluminate Based Self-Leveling Underlayment

Product Description
TechLevel™ 100 is a high quality self leveling underlayment that achieves greater than 4,000 PSI compressive strength. TechLevel 100 levels floors prior to the installation of tile, resilient flooring, carpet, wood and other floor coverings. This underlayment can be applied up to 1-½" (3.8 cm) thick in one pour and seeks its own level in minutes.

Uses
Suitable as an Underlayment for:
- Carpet
- Wood, parquet
- Vinyl composition tile (VCT)
- Sheet vinyl flooring
- Laminated flooring
- Vitreous, semi-vitreous or non-vitreous tile
- Ceramic, mosaic, quarry or cement body tile
- Impervious porcelain and glass tile
- Brick and stone veneer
- Cement-based precast terrazzo
- Natural stone tile
- Stone, terrazzo

Composition of Product
TechLevel™ 100 is a proprietary dry blend of copolymers, cements, and inorganic chemicals.

Benefits of Product in the Installation
- Can be applied from 1/4" to 1-½" (6 mm to 3.8 cm) thick in a single pour
- Cures fast and develops high early-strength for quick installation
- Crack resistant

Coverage
Per 50 lb. (22.68 Kg) bag

<table>
<thead>
<tr>
<th>Thickness</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>¼&quot; (3 mm)</td>
<td>50 sq. ft. (4.6 m²)</td>
</tr>
</tbody>
</table>
THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS – YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Terms and Conditions
Subject to the conditions and limitations stated in this document, Custom® Building Products (CUSTOM) warrants to the original owner and/or occupant that the CustomTech® floor preparation system will be free from manufacturing defects and will not break down or deteriorate under normal use when installed in accordance with CUSTOM’s most recently published instructions, specifications and industry standards and guidelines for said installation. Warranty period, listed below, commences upon registration of the validation form with Custom Building Products. The validation form must be filed within 90 days after substantial completion of the project. This warranty is not transferable beyond the original occupant.

Exclusive Remedy
In installations correctly utilizing CustomTech products listed on this document, and subject to the limitations and exclusions set forth elsewhere in this Limited Warranty, CUSTOM will repair or replace, at its sole discretion, the affected area of the installation including the materials installed immediately above the affected area within 90 days of verifying a product defect. All costs incurred by CUSTOM hereunder shall not exceed the cost of the original installation of the CustomTech floor preparation system on the affected area and materials installed immediately there above. Proof of product purchase is required for any claim.

Limitations
CUSTOM shall not be responsible for structural failure or workmanship that is not in accordance with standard industry practices and procedures and CUSTOM published instructions. CUSTOM will not be liable for any loss or damage arising from the CustomTech surface preparation system or any CustomTech product incorporated therein, whether direct, indirect, special, incidental or consequential, regardless of the legal theory asserted, including warranty, contract, negligence or strict product liability. Some states do not allow the exclusion of consequential damages, so these limitations or exclusions may not apply to you. For all CUSTOM products in commercial installations, this warranty is expressly in lieu of all implied warranties, including the IMPLIED WARRANTY OF MERCHANTABILITY. Some states do not allow the exclusion of consequential warranties, so this exclusion may not apply to you. Cracking due to structural movement beyond the engineered design, excessive deflection or other failure of the substrate and/or damage to structural or subfloor elements from water are also not covered. Acts of God including but not limited to flooding, hurricane, tornado, earthquake and fire shall not be covered under this warranty. CUSTOM will not be responsible for system failure resulting from the use of non-CustomTech products or non-specified products. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect. Although CUSTOM may have suggested the material or developed the material at the request of the owner or applicator, it is the responsibility of the owner to test and determine the suitability of the material for the intended use and purpose, and the owner assumes all risk and liability whatsoever regarding such suitability.

CUSTOM shall not be responsible for system failure resulting from the use of non-CustomTech products or non-specified products. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect. Although CUSTOM may have suggested the material or developed the material at the request of the owner or applicator, it is the responsibility of the owner to test and determine the suitability of the material for the intended use and purpose, and the owner assumes all risk and liability whatsoever regarding such suitability. This warranty is not a maintenance contract. Any warranties implied by law shall be limited in duration to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Any claim alleging a breach of this warranty or any other warranty must be brought within one year of the breach.

Warranty Requirements
CUSTOM installation requirements can be obtained by calling Technical Services at 800-272-8786 or through www.custombuildingproducts.com. A complete CustomTech floor preparation system of products, including the appropriate primer as needed, must be used to qualify for this limited warranty. All installations over 15,000 square feet must receive pre-approval by contacting a CUSTOM Commercial Architectural Sales Representative. We offer pre-job inspections, call 800-272-8786 or visit www.custombuildingproducts.com. Multiple residence installations are considered as one installation.

Claims Procedures
If you wish to make a claim under this limited warranty, you must notify CUSTOM immediately in writing at Technical Services, Custom Building Products, 10400 Pioneer Blvd., Santa Fe Springs, CA 90670.

Include any and all information related to an alleged defect of the installation. The claim must be submitted in a timely fashion, and after the installation has been properly inspected. Acts of God including but not limited to flooding, hurricane, tornado, earthquake and fire shall not be covered under this warranty. CUSTOM will not be responsible for system failure resulting from the use of non-CustomTech products or non-specified products. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect. Although CUSTOM may have suggested the material or developed the material at the request of the owner or applicator, it is the responsibility of the owner to test and determine the suitability of the material for the intended use and purpose, and the owner assumes all risk and liability whatsoever regarding such suitability.

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Include any and all information related to an alleged defect of the installation. The claim must be submitted in a timely fashion, and evaluated by CUSTOM before any repair work is done. CUSTOM reserves the right to physically inspect any project with a claim pending prior to determining validity of the claim.

Proof of purchase may be required. For any claim that is not valid, CUSTOM will be paid reasonable charges, including travel and labor, associated with investigation of such claim.

PLEASE SEE CUSTOMTECHFLOORING.COM FOR THE MOST UP-TO-DATE WARRANTY DOCUMENT.

<table>
<thead>
<tr>
<th>Limited System Warranty</th>
<th>10 Year</th>
<th>15 Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Moisture Control (as needed)</strong></td>
<td>TechMVC™ Moisture Vapor and Alkalinity Barrier</td>
<td>TechMVC™ Moisture Vapor and Alkalinity Barrier</td>
</tr>
<tr>
<td><strong>Patching (as needed)</strong></td>
<td>Silk™ Patching &amp; Finishing Compound</td>
<td>Silk™ Patching &amp; Finishing Compound</td>
</tr>
<tr>
<td></td>
<td>GenPatch™ General Purpose Patch</td>
<td>GenPatch™ General Purpose Patch</td>
</tr>
<tr>
<td><strong>Primer</strong></td>
<td>TechPrime™ A Acrylic Primer</td>
<td>TechPrime™ A Acrylic Primer</td>
</tr>
<tr>
<td></td>
<td>TechPrime™ E 100% Solids Epoxy Primer</td>
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</tr>
<tr>
<td><strong>Leveler</strong></td>
<td>TechLevel™ 100 Self-Leveling Underlayment</td>
<td>TechLevel™ XP-1® Self-Leveling Underlayment</td>
</tr>
<tr>
<td></td>
<td>TechLevel™ 150 Self-Leveling Underlayment</td>
<td>TechLevel™ 150 Self-Leveling Underlayment</td>
</tr>
</tbody>
</table>

**MUST SELECT ONE FROM EACH CATEGORY BELOW**

| **Moisture Control (as needed)** | TechMVC™ Moisture Vapor and Alkalinity Barrier |
| **Patching (as needed)** | Silk™ Patching & Finishing Compound |
| | GenPatch™ General Purpose Patch |
| **Primer** | TechPrime™ A Acrylic Primer |
| | TechPrime™ E 100% Solids Epoxy Primer |
| **Leveler** | TechLevel™ 100 Self-Leveling Underlayment |
| | TechLevel™ XP-1® Self-Leveling Underlayment |
| | TechLevel™ 150 Self-Leveling Underlayment |
CustomTech® products are ideal for a wide variety of commercial applications.
Concrete
1. Fully cured construction concrete substrate
2. Primer options
   - TechPrime A Acrylic Multi-Surface Primer (General purpose)
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
3. Self-leveling Underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU (Low prep)
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)

Plywood
1. Floor joist
2. Exterior grade plywood
3. Primer options
   - TechPrime A Acrylic Multi-Surface Primer (General purpose)
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
4. 2.5 lb/yd² metal lath
5. Self-leveling underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU (Low prep)
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)

Concrete Substrates with high moisture vapor emission
1. Fully cured construction concrete substrate
2. Moisture remediation
   - TechMVC 100% Solids Epoxy Moisture Vapor Control
3. Primer options
   - TechPrime A Acrylic Multi-Surface Primer (General purpose)
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
4. Self-leveling underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)

Existing Ceramic Tile
1. Well bonded existing ceramic tile
2. Primer options
   - TechPrime A Acrylic Multi-Surface Primer (Ceramic tile must be mechanically prepared)
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
3. Self-leveling underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU (Low prep)
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)

Existing Resilient Flooring over Concrete Substrate
1. Well bonded & clean existing resilient flooring
2. Primer options
   - TechPrime A Acrylic Multi-Surface Primer
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
3. Metal lath required when existing resilient flooring installed over plywood substrate
4. Self-leveling underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU (Low prep)
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)

Existing Resilient Flooring over Plywood Substrate
1. Well bonded & clean existing resilient flooring
2. Primer options
   - TechPrime A Acrylic Multi-Surface Primer
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
3. Metal lath required when existing resilient flooring installed over plywood substrate
4. Self-leveling underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU (Low prep)
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)

Existing Resilient Flooring over Concrete Substrate
1. Well bonded & clean existing resilient flooring
2. Primer options
   - TechPrime A Acrylic Multi-Surface Primer
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
3. Metal lath required when existing resilient flooring installed over plywood substrate
4. Self-leveling underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU (Low prep)
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)

Steel or Aluminum Flooring
1. Properly prepared steel or aluminum flooring
2. Primer options
   - TechPrime E 100% Solids Epoxy Primer with Sand Broadcast (Extra heavy duty applications)
3. Self-leveling underlayment options
   - TechLevel 100 Calcium Aluminate Based SLU
   - TechLevel 150 Premium Calcium Aluminate Based SLU
   - TechLevel XP1 High Performance Calcium Aluminate Based SLU (Extra heavy duty applications)